

### **Frequently Asked Questions:**

#### **Question 1: What happens if the Phone system says there is no record or no information on this nurse aide?**

**Answer:** If the individual is not a CNA then having no record on the phone system means the individual has no disciplinary history listed on the Registry. However, if the person is a CNA this likely means the aide is newly certified and their certification information has been entered into the online database. You have still created a permanent record of your search for that specific social security number and you should proceed to search for the aide on the License Verification Website with the aide's certification number (ex. CNA2345).

#### **Question 2: What happens if the Phone system says the aide has an expired certification?**

**Answer:** Some of these aides actually have expired certifications, but some may have renewed in 2014 and they will only have been updated in the online database. If you come across a certification that is expired on the phone system, you should check the License Verification Website for the most up to date information. Conversely, the phone system is up to date on all disciplinary matters.

#### **Question 3: Why do I need to check both the phone system and the License Verification Website?**

**Answer:** When you use the automate phone system a permanent record is created of your registry check that can be accessed by the registry staff should there be a compliance issue. The License Verification website does not create a record so if you misplace the printout of your online registry check there will be no record to verify your compliance.

#### **Question 4: Why does the Verification pages I print off the License Verification Website look different than what I used to receive from using the phone system?**

**Answer:** The License Verification Website is completely different and separate from the system that creates the printouts when you complete a phone inquiry, which is why the verification pages look different. Nonetheless, a printed copy of the details page from License Verification is acceptable as documentation of a Registry check. Please remember that when you use License Verification you will not receive a verification page via fax or by mail, so you must print a copy for your records.

#### **Question 5: Is there still going to be a facility specific website for the Nurse Aide Registry?**

**Answer:** The Department of Public Health will be re-launching the facility specific online nurse aide registry at a later date on the eGOV webpage. This facility specific website will require a username and password. Letters will be mailed to all nurse aide

registry users soon with username and password information for the eGOV webpage.

**Please hold onto that letter as you will need it when the nurse aide registry makes its final transition online.** You will receive further information as it becomes available.